

SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
December 01, 1999

Meeting Agenda

- **Review meeting agenda & action items (Griffin)**
 - Question – Are we going to activate the auto notification of the Applix system?
Answer – No, we would like to have a future agenda item addressing the several zero to low cost solutions. Implementation would be based on Customer Group input.
- **Discuss IE4.0 upgrade to IE5.0 Rollout Plan (Green)**
 - A briefing was given on the IE4.0 upgrade to IE5.0 rollout plan.
 - Question – The Customer Group was asked if the IM Team should rollout the upgrade to everyone immediately or to do so with the replacement of the desktop?
Answer – Rollout the upgrade with the new machines. Also, have the Support Center upgrade those individuals that require it before receiving their new desktop.
 - Question – Netscape opens as my default browser when a hyperlink is activated. Can this be changed to IE?
Answer – Yes, by calling the Support Center at 3-5313. They can remotely change the appropriate setting to make IE the default browser.
- **Discuss Standard Imaged Machine / Standard Desktop Rollout Plans (Green)**
 - A briefing was given on the “New Workstation” rollout plan, which is available electronically by calling the Support Center at 3-5313. The Customer Group agreed with the rollout plan and recommended that the IM Team proceed.
 - Question – Will my printer setting be moved to my new machine?
Answer – Yes. You will have access to your printer as well as all network printers at Germantown and Forestall.
 - Question – Why is there a ZIP drive on the machine and should we use it for backing up our e-mail?
Answer – Prior to the full implementation of CTX server, there was a requirement for transport of large amounts of data to and from home, which was accomplished with a ZIP disk. It is highly recommended that you use the network and not the ZIP disk for back up. A large investment has been made to provide robust Network storage for your use.

Meeting Attendees

| Name | | Organization | Contact Information |
|---------|-----------------------|--------------|-------------------------------------|
| John | Willis – Chair | SC-55 | 3-4095 |
| Greg | Dilworth – Alt. Chair | SC-17 | 3-2873 |
| Ted | Griffin – Exec. Sec | SC-621 | 3-4602 |
| Steve | Buswell | SC-7 | 3-9741 (Conference Call Attendance) |
| Dean | Oyler | SC-22 | 3-6394 |
| Shahida | Afzal | SC-50 | 3-4941 |
| Steve | Eckstrand | SC-55 | 3-5546 |
| Marvin | Stodolsky | SC-72 | 3-4475 |
| Bobbi | Parra | SC-74 | 3-3316 |

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|---------|----------|--------|--------|
| Emily | Knouse | SC-622 | 3-1577 |
| Jeanne | Beall | SC-621 | 3-4587 |
| James | Bondly | SC-621 | 3-0926 |
| Pat | Flannery | SC-621 | 3-9002 |
| Robbie | Green | SC-621 | 3-6578 |
| Gene | Hughes | SC-621 | 3-5409 |
| Jason | Kruse | SC-621 | 3-6592 |
| Michael | Lynott | SC-621 | 3-6409 |
| Anne | Priebe | SC-621 | 3-2449 |
| Pat | Rice | SC-621 | 3-4556 |
| Linda | Vargas | SC-621 | 3-5313 |
| David | Wigtil | SC-621 | 3-5730 |
| Dick | Yockman | SC-621 | 3-3394 |

Action Items

- Action: (Griffin)
Prompt the Customer Group on the Monday/Tuesday before each meeting to determine if a minimum of seven members will be present. If the answer is no, postpone the meeting until the following Wednesday.
- Action: (Green)
Explain how Key Word entry works on IE5.0.
- Action: (Griffin)
Determine if the 12/15/99 meeting should be postponed.

Proposed 12/8/99 Meeting Agenda

- Review agenda and action items (Griffin)
- Review IM policies (Green/Group)
- Discuss whether to hold 12/15/99 (Willis/Griffin)
- Discuss 12/15/99 agenda

Proposed 12/15/99 Meeting Agenda

- Review IM policies (Green/Group)

Proposed 12/22/99 Meeting Agenda

- Review IM policies (Green/Group)
- Discuss Information Resources Catalog update plan (Griffin/Group)

12/29/99 Meeting Agenda

- Postponed

01/05/00 Meeting Agenda

- Discuss Standard Desktop rollout plans (Green/Group)
- Discuss Office 2000 rollout plan (Green/Group)

01/12/0099 Meeting Agenda

- Discuss Applix notification options (Green/Group)
- Discuss potential system retirements (Griffin/Group)
- Revisit Support Center (Green/Group)